



Nova Scotia Department of Health eResults Review

A technical review of the electronic medical records eResults system.

Executive Summary

February 2008
FINAL

Executive Summary

In the latter half of 2007, it was brought to the attention of the Nova Scotia Department of Health that a physician did not receive lab results. After some investigation internally, it was determined that an assessment by an independent third party would contribute to the restoration of confidence in the eResults service and acknowledge the concern of all parties for patient safety.

A project was launched whereby Deloitte would review four key areas of the eResults system and provide feedback and recommendations as appropriate. The four areas for review were:

- eResults Interface Logic
- Monitoring and Audit
- Architecture and Performance
- Interoperating Processes including Change Management and Quality Assurance

During the course of these investigations, some recurring messages and themes were discovered:

- Patient matching criteria are generally sound
- Data load procedures need to be augmented to include data quality controls
- HITS-NS needs to take ownership of their environment and partners/vendors interacting with the environment need to adhere to the HITS-NS change management, quality assurance, and monitoring standard requirements
- HITS-NS should function as the hub of communications between partners/vendors and should be responsible for the oversight of vendor/partner activities as issues are managed to close
- HITS-NS should ensure that proper system level testing (including performance) is completed (in addition to vendor application specific testing) prior to releases moving to production

In general, HITS-NS and its business partners did their very best to resolve the crisis that they were faced with at the time. Both HITS-NS and Nightingale Informatix Corporation are young organizations and although they might not have had a clear definition of what their contractual roles and responsibilities were during the crisis, through their experiences have learned to work with one another and are in a good position to be successful in the future.